



Service Change **ONGOING**

MBTA service levels have been increased in the interest of the health and safety of our riders and employees. All riders must use face coverings when on the MBTA. [MBTA.com/coronavirus](https://www.mbtta.com/coronavirus)

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Subway One-Way Valid on: Subway  Bus



Local Bus One-Way Valid on: Bus 

CharlieCard, CharlieTicket, or Cash

\$1.70

CharlieCard, CharlieTicket, or Cash	\$2.40	
Monthly LinkPass <u>Valid on: Subway</u>  <u>Bus</u> 		Commuter Rail One-Way <u>Valid on: Commuter Rail</u> 
CharlieCard or CharlieTicket	\$90.00	Zones 1A-10 \$2.40 – \$13.25

[Contact Us](#)

Customer Support

[617-222-3200](tel:617-222-3200)

TTY [617-222-5146](tel:617-222-5146)

Monday — Friday: 6:30A until 8:00P

Saturday — Sunday: 8:00A until 4:00P

- [Send us your comments or questions](#)
- [View all contact numbers](#)

Transit Police

Emergency: [617-222-1212](tel:617-222-1212)

TTY: [617-222-1200](tel:617-222-1200)

- [Contact the Transit Police](#)
- [See Something, Say Something](#)

Service Updates

Receive notifications of MBTA service alerts by e-mail or text message (SMS).

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Face Covering Enforcement Takes Effect November 6

Posted on November 6, 2020

Today the MBTA announced face covering enforcement efforts effective today, November 6, pursuant to the [revised Executive Order issued on November 2](#).

The revised Executive Order applies to any person over the age of 5 who is in a place open to the public, and expressly requires masks or face coverings worn over the nose and mouth when using public transportation. Mask use by children 2 years of age and up to the age of 5 is encouraged but also at the discretion of the child's parent or guardian.

The revised Executive Order effective November 6 authorizes Transit Police to enforce the Order onboard MBTA vehicles and within the system by issuing a civil fine up to \$300 per violation.

The MBTA has issued internal guidance to its employees consistent with the revised Executive Order. Customers observed not wearing a face mask or covering will first be reminded of the Executive Order. If the unmasked customer does not immediately put on a mask or face covering following the reminder, the observation will be reported to the Operations Control Center, who will report and coordinate next steps with Transit Police.

The revised Executive Order includes an exemption for individuals with certain medical conditions, but does not require a person who is so exempt to produce documentation of their condition.

More Information

Media Contact Information

For all queries and comments, please contact:

MBTA Press Office
LBattiston@mbta.com
[857-368-8500](tel:857-368-8500)

Recent News on the T

November 6, 2020

[MBTA Advisory: New Voicemail Public Comment Procedures in Place for Virtual FMCB Public Meeting on November 9, Public Wishing to Comment on Proposed Service Changes Encouraged to Do So Online and at Forging Ahead Public Meetings](#)

October 28, 2020

[MBTA Seeks Rider Input on Service Priorities, Schedules Forging Ahead Public Meetings](#)

October 28, 2020

[CharlieCard Store at Downtown Crossing Reopens November 3](#)

October 26, 2020

**Reminder: Fall 2020 Commuter Rail
Schedule Changes Take Effect
November 2**

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